

## **Claims**

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. **(Previously Presented)** A computer-implemented method of providing automated services comprising the steps of:
  - interacting with a user via an automated interactive voice response system;
  - authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;
  - querying an awards database to determine whether an awards account is associated with said user;
  - acquiring itinerary data from said user;
  - querying an itinerary database with said itinerary data and receiving a plurality of itineraries;
  - providing to said user said plurality of itineraries;
  - receiving from said user a selection of an initial itinerary from said plurality of itineraries;
  - querying said awards database and determining if said user's awards account contains sufficient awards for said initial itinerary;
  - providing to said user an alternative itinerary for which said user's awards account contains sufficient awards;
  - receiving from said user a selection of said alternative itinerary;
  - ticketing or holding said alternative itinerary;

prompting said user to enter baggage data;  
acquiring baggage data from said user;  
querying a baggage database with said baggage data for information in said  
baggage database; and  
providing said information to said user.

2. **(Previously Presented)** The computer-implemented method according to claim 1,  
further including the step of:

confirming said selected itinerary.

3. **(Previously Presented)** The computer-implemented method according to claim 1,  
further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

4. **(Previously Presented)** The computer-implemented method according to claim 1  
wherein said user interacts with said automated interactive voice response system  
utilizing vocal responses.

5. **(Previously Presented)** The computer-implemented method according to claim 1,  
further including the step of:

assigning seats to said user for said selected itinerary.

6. **(Previously Presented)** The computer-implemented method according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously Presented)** The computer-implemented method according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously Presented)** The computer-implemented method according to claim 1, wherein said identification data is biometric data.

9. **(Previously Presented)** The computer-implemented method according to claim 8, wherein said identification data is voice data.

10. **(Previously Presented)** The computer-implemented method according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. **(Previously Presented)** The computer-implemented method according to claim 1, wherein said awards database is a look-up table.

12. **(Previously Presented)** A computer-implemented method of providing automated services comprising the steps of:

- interacting with a user via an automated interactive voice response system;
- authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;
- utilizing said identification data to access an awards account;
- querying an awards database to determine whether an awards account is associated with said user;
- acquiring itinerary data from said user;
- querying an itinerary database with said itinerary data;
- providing to said user one or more itineraries;
- prompting said user to select an itinerary from said plurality of itineraries;
- querying an awards database to determine if said user's awards account contains sufficient awards for said selected itinerary;
- providing to said user an alternative itinerary for which said user's awards account contains sufficient awards;
- receiving from said user a selection of said alternative itinerary;
- prompting said user to ticket or hold said selected itinerary;
- ticketing or holding said alternative itinerary;
- prompting said user to enter baggage data;
- acquiring baggage data from said user;

querying a baggage database with said baggage data for information in said baggage database; and

providing said information to said user.

13. **(Previously Presented)** The computer-implemented method according to claim 12, further including the step of:

confirming said selected itinerary.

14. **(Previously Presented)** The computer-implemented method according to claim 12, further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

15. **(Previously Presented)** The computer-implemented method according to claim 12 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

16. **(Previously Presented)** The computer-implemented method according to claim 12, further including the step of:

assigning seats to said user for said selected itinerary.

17. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said user is transferred to an operator upon request.

18. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said identification data is biometric data.

20. **(Previously Presented)** The computer-implemented method according to claim 19, wherein said identification data is voice data.

21. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said awards database is a look-up table.

23 - 24. **(Canceled)**

25. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said automated services are provided by an airline.

26. **(Previously Presented)** The computer-implemented method according to claim 25, where said user is a customer of said airline.